



DELAWARE JUDICIARY ADMINISTRATIVE OFFICE OF THE COURTS

Non-Merit Position
(This position is exempt from the State of Delaware Merit Rules)

Posting #AOC0301N18

SOCIAL SERVICE SPECIALIST III

Opening Date: March 23, 2018 **Closing Date:** April 6, 2018

Salary: \$31,912 – \$39,890 per year (Minimum - Midpoint) Pay Grade 10*

Recruiting For: **Administrative Office of the Courts**

Location: City of Wilmington (**Please check this location on your application**)
Leonard L. Williams Justice Center- (New Castle County Courthouse)

*Salary applicable for this position is based upon the qualifications of the individual applicant.

Summary Statement: The employee reports to the Supervisor of *Pro Se* Services and is responsible for performing job duties at the information desk located on the main floor of the New Castle County Courthouse. This employee answers general questions and directs visitors to various courts and locations within the courthouse. Job duties also include answering questions; providing procedural information about court process; assisting individuals with using the resources of the Self-Help Center; recording, reporting, and providing accurate documentation of information required by management; and dealing with a diverse group of people with a wide variety of court-related needs.

Minimum Qualifications: Please address each item separately on the Minimum Qualifications page of the application. Failure to do so will result in disqualification. Applicants must meet each of the following qualifications. Failure in any one area will result in a rating of “not qualified.” Resumes may not be substituted for the application.

1. Experience in the application of laws, rules, regulations, standards, policies, and procedures.
2. Experience in providing customer service.
3. Experience in making recommendations as part of a litigant’s needs such as referral, counseling, or determining eligibility for services/benefits.
4. Experience in record keeping.
5. Experience in the use of an automated information system to enter, update, modify, delete, retrieve/inquire, and report on data.
6. Ability to communicate courteously and effectively, both verbally and in writing.

Preferential Requirement: Special consideration may be given to applicants who have the ability to read, write, and speak Spanish fluently; this skill is desired but not required.

Conditions of Employment:

- A satisfactory criminal background check is required as a condition of employment.
- Direct deposit of paychecks is required as a condition of employment.

Benefits: To learn more about the comprehensive benefit package please visit the web-site at <http://ben.omb.delaware.gov/programs/index.shtml>.

Submitting Your Application: Visit the website at <http://courts.delaware.gov/career%20opportunities/>. Click on “apply” next to the job posting and print, or complete and print, the Judicial Branch Non-Merit Employment Application in either WORD or PDF format. Applications should be submitted by any one of the formats listed below prior to the closing date stated on this announcement.

1. Send your application as an e-mail attachment with the words “Application Form” in the subject line to: apps.aoc@state.de.us (**preferred method**)
2. Fax your application to: (302) 255-2482, Attention: Human Resources
3. Mail your application to:
Administrative Office of the Courts
The Renaissance Centre
405 N. King Street, Suite 507
Wilmington, DE 19801

Attachments to Applications:

- Please do not submit copies of evaluations, letters of reference, training certificates, or college transcripts unless requested.
- If supplemental information is requested by the posting, be sure to include it when you submit your application prior to the closing date.
- Applications or additional information will not be accepted after the closing date.
- Resumes will not be accepted unless accompanied by the application.

Accommodations:

- Accommodations are available for applicants with disabilities in all phases of the application and employment process. To request an auxiliary aid or service please call (302) 739-5458.
- TDD users should call the Delaware Relay Service Number 1-800-232-5460 for assistance.

The Delaware Judiciary - An Equal Opportunity and Affirmative Action Employer